LinkDesk

User Manual

LinkDeskHost.exe · LinkDeskViewer.exe

Remote access and support for Windows computers. See and control another computer from anywhere, send files, chat and talk, with every connection encrypted end to end.

Program	Run it on…	Used for
LinkDeskHost.exe	The computer you want to access (the *remote* computer)	Sharing its screen and allowing control
LinkDeskViewer.exe	Your own computer	Seeing and controlling the remote computer

Version 1.21 · Windows · LinkDeskHost also for macOS

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1. Introduction

LinkDesk consists of two programs. `LinkDeskHost.exe` runs on the computer that will be accessed, and `LinkDeskViewer.exe` runs on the computer you use to access it. Both connect to the LinkDesk server on the internet, which finds the remote computer by its 9-digit ID. You don't need to change any router or firewall settings.



Figure 1 — How a LinkDesk connection works

What you can do

- See the remote computer's screen in real time and control its mouse and keyboard.
- Connect with a one-time code (the person at the remote computer reads it to you) or, for your own computers, with a permanent password, without anyone at the remote computer (*unattended access*).
- Send files to the remote computer and download files from it, or copy and paste files between the computers.
- Copy and paste text between the two computers.
- Draw on the remote screen (pointer, pen, arrows, rectangles) so both sides see what you mean.
- Record sessions on your own computer and play them back later.
- Black out the remote screen and block its mouse and keyboard while you work (privacy mode).
- Protect password logins with two-factor authentication (a code from an app on your phone).
- Chat in writing and talk by voice (microphone and speaker).
- Connect up to five people to the same computer at once; one controls, the others watch and can ask for control.
- Optionally, get help from an **AI support assistant** that reads the chat, sees the screen, listens to the call and knows your company's products: it suggests solutions and replies, and can mark on the screen where to click (see section 5).

System requirements

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	Requirement
Operating system	Windows 10 or Windows 11 (64-bit), or Windows Server 2016 or newer. LinkDeskHost also runs on macOS 12 (Monterey) or newer, Apple Silicon and Intel
Internet	Any internet connection; about 1–4 Mbit/s for a smooth picture
Graphics	Any; computers without a graphics card (servers, virtual machines) are supported
Installation	None. Each program is a single .exe file; no extra files are needed
Voice (optional)	A microphone and speakers or, best, a headset

Licensing

Licenses belong to the person who connects, so only the computer running `LinkDeskViewer.exe` needs one. `LinkDeskHost.exe` is always free.

- **Free trial:** every computer gets a trial with unlimited sessions (60 days). The days left are shown on the viewer's home screen.
- **After the trial:** sessions still work, but each one ends after a time limit. The time left is shown in the toolbar during the session.
- **License:** a yearly license removes the limit. Buy it with **Buy license** in the viewer (the secure page license.linkremotedesk.com, paid through PayPal); you receive a license key that works on up to three computers. The subscription renews each year until you cancel it in your PayPal account.

Terms and Conditions

The first time `LinkDeskHost.exe` or `LinkDeskViewer.exe` starts, it shows the Terms and Conditions of ePaper Ltd. Tick **I have read and agree** and click **Accept** to continue, or **Exit**. `LinkDeskHost.exe` only goes online after the Terms are accepted. You can read them again any time in **Settings** → **Terms and Conditions**, and at www.linkremotedesk.com.

2. LinkDeskHost.exe — sharing this computer

Run `LinkDeskHost.exe` on the computer you want to access or get help on. No installation is needed: copy the file anywhere (for example to the desktop) and double-click it.

The Home tab

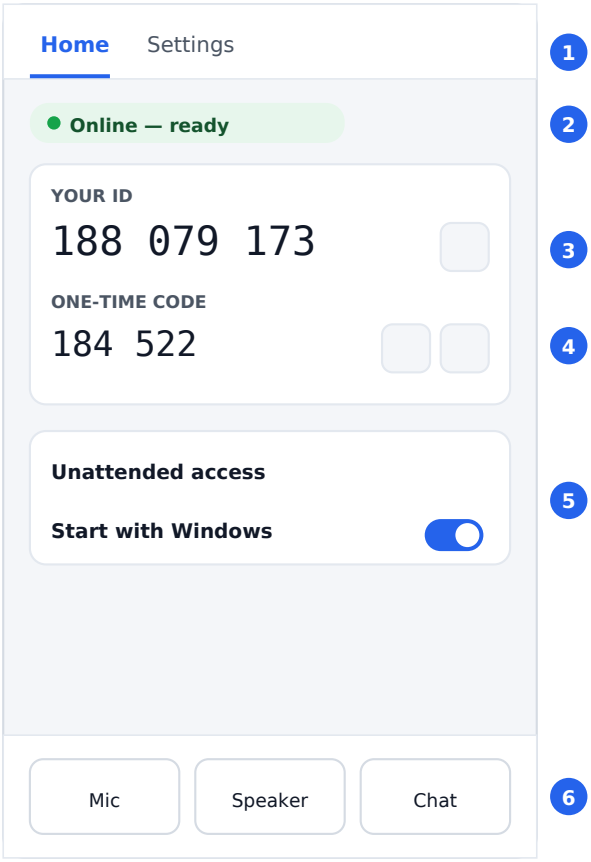


Figure 2 — The LinkDesk Host window (Home tab)

#	Part	What it does
1	**Home** / **Settings** tabs	Switch between the main screen and the settings.
2	Status badge	**Online** (green): ready for connections. **Connecting** or **Offline** (orange): no internet or the server can't be reached; LinkDesk retries automatically.
3	Your ID	This computer's permanent 9-digit ID. The copy button copies it.
4	One-time code	A 6-digit code, new every time the program starts. ↻ makes a new code at once (the old one stops working); the copy button copies it.
5	Unattended access	Shows whether a permanent password is set (**Set up** opens Settings), and the **Start with Windows** switch.
6	Bottom bar	**Microphone**, **Speaker** and **Chat**. Greyed out with “No microphone” / “No speaker” if this computer has none.

Letting someone connect

1. Start `LinkDeskHost.exe` and wait until the badge shows **Online**.
2. Give the other person **Your ID** and the **One-time code** (by phone, chat or e-mail).
3. When they connect, the window shows a red bar: **Your screen is being shared**. The taskbar button flashes and the window title changes to “● Screen shared”.

Security: Give the ID and code only to someone you trust: whoever has them can see your screen and use your mouse and keyboard. After five wrong codes, a new code is made automatically.

During a session

- **Red bar:** number of people connected and how long the session has lasted. **Stop sharing** disconnects everyone.
- **Viewer cards:** each connected person with their computer name, address and connection time, and whether they are *In control* or *Watching*. ✖ disconnects just that person. If a free (unlicensed) session is used, the time left is shown.
- **File activity:** the latest file received or sent.
- **Chat:** opens by itself when someone writes. Type a message and press Enter or **Send**.
- **Recording:** when a supporter records the session, the red bar says **Your screen is being shared and recorded** and that person's card shows ● **REC**. The recording is saved on the supporter's computer only.
- **Drawings:** supporters can draw on your screen (pointer, lines, arrows, rectangles) to show you where to look. A card says **Your supporter is drawing on your screen**; **Clear drawings** removes them. Drawings never block your mouse.
- **Privacy mode** (Windows): the supporter may black out your screen or block your mouse and keyboard while they work. Both end when they disconnect. Ctrl+Alt+Del on your keyboard always works.

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Note: The LinkDesk Host window is a normal window: you can move it, put other windows in front of it or minimize it. The session continues. Closing the window ends all sessions.

Unattended access (permanent password)

For your own computers, set a permanent password. You can then connect at any time with the ID and this password, without anybody at the computer. The one-time code keeps working as well.

1. Open the **Settings** tab.
2. Under **Unattended access**, type a password of at least 8 characters and click **Save**.
3. Turn on **Start with Windows** (Startup section) so LinkDesk Host is always running.

Security: Use a strong password that you don't use anywhere else. After five wrong passwords, password logins are blocked for five minutes. To turn unattended access off, click **Remove password**.

Two-factor authentication

For extra protection, password logins can also require a 6-digit code from an authenticator app on your phone (Google Authenticator, Microsoft Authenticator, Authy or similar).

1. In **Settings** → **Unattended access** (with a password set), click **Set up** next to **Two-factor authentication**.
2. Scan the QR code with the authenticator app (or type the key shown under it).
3. Enter the 6-digit code the app shows and click **Turn on**.

From then on, whoever connects with the password must also enter the current code. Connecting with the one-time code doesn't need it (someone at the computer gave that code). Wrong codes count toward the five-try lockout. To turn it off, click **Turn off** in the same place.

Tip: The phone's clock must be correct (automatic time); otherwise the codes don't match.

The Settings tab

Section	Settings
Voice	Which microphone and speaker to use (“Default device” follows Windows' choice).
Unattended access	Set, change or remove the permanent password.
LinkDesk service	**Install service** / **Uninstall service**: access to the sign-in screen, lock screen and administrator prompts (see below).
AI assistance	**Allow supporters to use an AI assistant** (on by default). See “AI assistance on this computer” below.
Startup	**Start with Windows**: start automatically when you sign in. **Start minimized**: when started with Windows, open minimized to the taskbar.
About	Version and server address. **Open log folder** opens the folder with the log files (see Troubleshooting).

AI assistance on this computer

A supporter may use an AI assistant in `LinkDeskViewer.exe` (see section 5). On this computer you decide whether that's allowed:

- **The setting: Settings → AI assistance → Allow supporters to use an AI assistant**. It is on by default. Turn it off and no supporter's AI can read, see or hear anything on this computer; sessions work normally without AI.
- **While an AI is in use**, the Home tab shows a card **AI assistant is active**: who uses it, what it uses (the chat; your screen, as snapshots; the call, turned into text), which AI company receives the data, and that passwords, card numbers and e-mail addresses are removed from the text first. That person's card also shows an **AI** label.
- **Turn off AI for this session** stops it at once, until everyone has disconnected.
- **On-screen guides:** when the supporter shows you a step, an orange frame marks the place to click on your screen, with a bubble “Your supporter suggests · 1/3”. It never blocks your mouse or keyboard. The step also appears in the LinkDesk Host window; **Hide** removes it (the supporter is told).

The LinkDesk service: sign-in screen, lock screen and administrator prompts

When Windows shows an administrator permission prompt (“Do you want to allow this app to make changes?”), the Ctrl+Alt+Del screen, the lock screen or the sign-in screen, it switches to a protected *secure desktop* that normal programs are not allowed to see or use. Install the **LinkDesk service** so supporters can work with these screens too.

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	Without the service	With the LinkDesk service
Administrator (UAC) prompts	The picture pauses until someone at the computer answers	Visible and clickable from the viewer
Lock screen, sign-in screen	The picture pauses	Visible and usable: the supporter can sign in
Ctrl+Alt+Del	Not available	**Keys** → **Ctrl+Alt+Del** in the viewer
Before anyone signs in	Not reachable (LinkDesk Host starts at sign-in)	Reachable as soon as Windows has started
Programs running as administrator	Mouse and keyboard are blocked in them	Work normally

Installing the service

1. In `LinkDeskHost.exe`, open **Settings** → **LinkDesk service** and click **Install service**.
2. Windows asks for administrator approval: click **Yes** (or enter an administrator's password).
3. The window restarts by itself. Settings shows **Running**. The computer keeps the same ID and password.

- The program is copied to C:\Program Files\LinkDesk and starts with Windows from now on. The LinkDesk Host window works as before: it shows the ID, the code, who is connected, the chat and the AI card, and all buttons work.
- To remove it: **Settings** → **LinkDesk service** → **Uninstall service** (administrator approval again). LinkDesk Host then works as before installing.

Security: The service runs with system rights so that it can show the protected Windows screens. The LinkDesk Host window you see always runs with your normal rights, and the connection between the two is protected so only the signed-in user can use it.

LinkDeskHost.exe on a Mac

LinkDeskHost.exe is also available as **LinkDeskHost.app** for macOS 12 or newer. Copy it to the Applications folder and open it. The first time, if macOS says it can't check the app, right-click it and choose **Open**, then **Open** again.

macOS asks for permissions

Permission	Why	If it's missing
Screen Recording	So the supporter can see your screen	The supporter sees a black screen or only the desktop picture
Accessibility	So the supporter can use your mouse and keyboard	Clicks and typing from the supporter do nothing
Microphone	Only for voice chat	macOS asks the first time voice is used

LinkDesk Host shows which permissions are missing, with **Allow…** buttons that open the right page of System Settings → Privacy & Security. Switch LinkDesk Host on there.

> **Important:** After allowing Screen Recording, quit LinkDesk Host and open it again: macOS requires it.

- **Start at login** (**Settings**) opens LinkDesk Host automatically when you sign in to the Mac.
- **Keyboard:** the supporter's Ctrl key works as ⌘ Command on the Mac (Ctrl+C copies, Ctrl+V pastes), Alt as Option, and the Windows key as Control.
- **Not available on a Mac:** the LinkDesk service (sign-in screen, lock screen), privacy mode and blocking input. AI guide steps and drawings appear for the supporter, and guide steps also in the LinkDesk Host window.

3. LinkDeskViewer.exe — connecting to a computer

Run `LinkDeskViewer.exe` on your own computer. Like the host, it is a single file that needs no installation.

The home screen

- **Sidebar: Home**, **Saved computers**, **Messages** and **Settings**. At the bottom: this computer's ID and whether the LinkDesk server can be reached.
- **Connect card:** where you enter the remote computer's ID and its code or password.
- **Your license:** trial days left or license expiry date, **Buy license**, and **I have a license key** to activate a key.
- **Saved computers:** every computer you have connected to, as a card.

Connecting

1. Type the 9-digit **Remote ID** shown in the other computer's `LinkDeskHost.exe` window.
2. Type the **6-digit one-time code** shown there, or the computer's **permanent password**. LinkDesk recognizes which one you typed: a 6-digit number is treated as a code, anything else as a password.
3. For a password, tick **Remember password for this computer** if you want to connect with one click next time.
4. Click **Connect** (or press Enter). The window maximizes and shows the remote screen.

> **Security:** A remembered password is stored encrypted with Windows' own data protection: it can only be used by your Windows account on this computer. The password itself never travels over the internet.

If the remote computer uses two-factor authentication, a box asks for the **6-digit code** from its authenticator app after you enter the password (also with **Connect now**). Enter it and click **Connect**. If it says the code was wrong or used, wait for the next code.

Saved computers

- ★ / ☆ marks a computer as a favorite; favorites are listed first. **Rename** gives it a name such as “Office server”.
- Computers with a remembered password show “Password saved” and **Connect now**: one click connects.
- Other computers show **Enter code…**: it fills in the ID; then enter the one-time code and click **Connect**.
- **Forget password** removes a remembered password; **Remove** removes the computer from the list.
- The **Saved computers** page lists all of them and has a search box (by name or ID).

The session toolbar

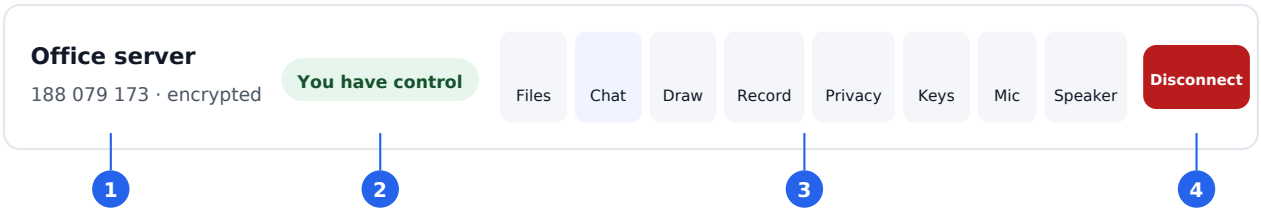


Figure 3 — The toolbar during a session

#	Part	What it does
1	Computer name	The computer you're connected to, its ID and the encryption status.
2	Control label	**You have control** (green), or **View only — … has control** (orange) with **Request control** when someone else is in control (see section 4).
3	Tools	**Files**, **Chat**, **Draw**, **Record**, **Privacy**, **Keys**, **Mic**, **Speaker**; also **Messages**, **Full screen**, **Monitor** (with several monitors) and **AI Assistant** (when set up). A number shows new chat messages or messages.
4	**Disconnect**	Ends the session and returns to the home screen.

Using the remote computer

- Move the mouse over the remote screen and click and type as usual. Scrolling works too.
- Copy and paste text between both computers with the usual Ctrl+C / Ctrl+V.
- **Full screen** shows the remote screen on your whole monitor; click **Exit full** to return.
- **Several monitors:** when the remote computer has more than one, the toolbar shows **Monitor 1**. Choose which monitor to see (for example “2 · 2560×1440”). Only the person in control can switch, and everyone in the session then sees that monitor.

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Special keys

Some key combinations act on your own computer instead of the remote one. Use **Keys** in the toolbar to send them to the remote computer:

Menu item	Keys sent	Typical use
Task Manager	Ctrl+Shift+Esc	Open Task Manager on the remote computer
Windows key	Win	Open the Start menu
Start menu	Ctrl+Esc	Alternative way to open the Start menu
Switch window	Alt+Tab	Switch between open programs
Close window	Alt+F4	Close the active program
Ctrl+Alt+Del	Ctrl+Alt+Del	Security screen: lock, switch user, sign out, change password (needs the LinkDesk service)

Note: Windows only accepts Ctrl+Alt+Del from a service, so this item works only when the remote computer has the LinkDesk service installed (section 2). Otherwise it's greyed out.

When the remote computer is a **Mac**, **Keys** shows Mac shortcuts instead: Force Quit (⌘ Option Esc), Spotlight (⌘ Space), switch app (⌘ Tab), close window (⌘ W), quit app (⌘ Q) and lock screen (Control ⌘ Q). On a Mac your Ctrl key works as ⌘ Command.

Transferring files

1. Click **Files** in the toolbar. A panel opens on the right showing the remote computer's drives and folders.
2. Open folders by clicking them; use the path at the top (for example C: › Users › Sales) or ⬆ to go back up.
3. **To send files:** click **Send files…** and choose them, or drag files from your computer onto the remote screen or the panel. They are saved in the folder that is open in the panel (or in `Downloads\LinkDesk Received` on the remote computer).
4. **To download a file:** click ⬇ next to it. Downloads are saved in `Downloads\LinkDesk Received` on your computer; **Open received folder** opens it.

The **Transfers** list shows progress and the result. Existing files are never overwritten: a second copy is saved as, for example, “report (1).pdf”. Folders can't be sent directly yet; send the files inside, or zip the folder first.

Copying files with the clipboard

When you are in control, you can also copy files in Explorer on one computer (Ctrl+C) and paste them on the other (Ctrl+V), in both directions. The files are sent in the background; a notice says when they're ready to paste. This works for files (not folders) up to 500 MB per copy; for more, use Files.

Drawing on the remote screen

Click **Draw** in the toolbar. A drawing bar appears; the mouse now draws on the remote screen (the keyboard still types on the remote computer). Everyone in the session sees the drawings, and the person at the remote computer sees them on their own screen.

Tool	What it does
Pointer	A line that disappears by itself after a few seconds, like a laser pointer
Pen	Freehand drawing that stays until it's cleared
Arrow	Drag from the start to the tip
Rectangle	Drag across the area to frame it

Choose one of four colors. **Undo** removes your last drawing, **Clear all** removes everyone's, and **Done** returns the mouse to normal. Drawings are removed when the monitor changes and when the session ends. Anyone in the session can draw, not only the person in control.

Recording sessions

- Click **Record**; it shows **REC** and the time while recording. Click it again to stop and save.
- The video, the voices and the chat are recorded. The remote computer always shows that the session is being recorded.
- Recordings are saved only on your computer, in Documents\LinkDesk Recordings.
- **Settings** → **Recording** → **Record every session automatically** records each session from the start.
- **Recordings** in the sidebar lists them. **Play** opens the player: play/pause, a timeline to jump anywhere, 1× with sound or 2×/4× without, and the chat shown at the moment it was written.

Important: In many countries you must tell the other person before recording, and sometimes get their consent. LinkDesk shows them a notice, but checking the rules where you work is your responsibility.

Privacy mode and blocking input

When you are in control of a Windows computer, **Privacy** offers:

- **Black out the remote screen:** people at the remote computer see a black screen with a short message; you still see everything. Needs Windows 10 version 2004 or newer on the remote computer.
- **Block the remote mouse and keyboard:** only you can use the computer. Ctrl+Alt+Del on its own keyboard still works.

Both end automatically when you disconnect or give up control.

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Chat and voice

- **Chat:** **Chat** opens the chat panel; it also opens by itself when someone writes. Everyone in the session sees the messages. While you type in the chat, your keystrokes are not sent to the remote computer.
- **Voice:** **Mic** lets the others hear you (off when you start); **Speaker** lets you hear them. Choose devices in Settings. The person at the remote computer uses the same buttons in LinkDesk Host.

Tip: Use headsets for voice. With loudspeakers and a microphone in the same room you may hear an echo.

Messages

Messages (toolbar or sidebar) lists what happened, with times: file transfers with size and speed, control changes, notices from the remote computer, voice problems and connection steps. Warnings are orange, errors red. **Copy all** copies the list, for example to send it to support.

4. Several people in one session

Up to five people can connect to the same computer at the same time, each with the computer's ID and its current code or password. Everyone sees the screen, can chat and can talk, but only one person at a time controls the mouse and keyboard.

Situation	What happens
First person connects	They get control: “You have control”.
More people connect	They watch: “View only — *name* has control”.
A watcher clicks Request control	The person in control sees a blue bar “*name* asks for control” with **Allow** and **Deny**. The watcher sees an orange bar and can **Cancel request**.
Request allowed	Control moves to the person who asked.
Request denied	The person who asked sees “… declined your request for control”.
The controller clicks Give up control	Control goes to the first person waiting (who asked earlier). If nobody is waiting, nobody has control and anyone can click **Take control**.
The controller disconnects	Control goes to the first person waiting, otherwise to the person connected longest.

Only the person in control can use the mouse and keyboard, send special keys, transfer files and use copy and paste with the remote computer. Watchers only see the screen; their clipboard is never shared. Everyone, including watchers, can chat, talk and draw on the screen.

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5. AI support assistant

`LinkDeskViewer.exe` can include an AI assistant that helps the supporter during a session. It uses **your own account** with an AI company (you enter your own API key) and talks to that company directly from your computer; the LinkDesk server is never involved. **The assistant is optional: when it's off or not set up, nothing of it appears and LinkDesk works exactly as described in the other sections.**

What it does

- Reads the session's **chat** and suggests what to do next, with the source it used from your knowledge base, and a **suggested reply** to the customer (**Send in chat** or **Edit** first).
- Uses your company's **knowledge base**: manuals, FAQs and help pages you add.
- Sees the **remote screen** (snapshots) and gives step-by-step **on-screen guides**: an orange frame where to click, on your screen and, if you choose, on the customer's screen.
- Listens to the **call** (speech to text) and lets you **ask by voice**; the customer never hears your questions.
- **Learns from sessions:** after each session it saves a short problem → solution note to the knowledge base.

Supported AI services

Service	Chat and knowledge base	Sees the screen	Voice (speech to text)
OpenAI (ChatGPT)	Yes	Yes (e.g. gpt-4o)	Yes (whisper-1)
Google Gemini	Yes	Yes	Yes
Anthropic Claude	Yes	Yes	No
Azure OpenAI	Yes	Yes (vision deployment)	Yes (speech deployment)
Local (Ollama)	Yes	With a vision model	No
Other (OpenAI-compatible)	Yes	If the service supports it	If the service supports it

Note: You pay the AI company for what you use, under your own account. Screen snapshots and speech cost more than text; LinkDesk only sends snapshots with requests and only sends speech, not silence.

Setting it up

1. Get an API key from your AI company's website (for example OpenAI or Google AI Studio).

2. In `LinkDeskViewer.exe`, open **Settings** → **AI Assistant** and tick **Enabled**.
3. Choose the service, paste the API key with **Ctrl+V**, and check the model. Azure, Ollama and compatible services also need their address; for Azure, the model is your deployment name.
4. Click **Test connection**. You should see "✔ Connected".
5. Choose what the assistant may use: suggest automatically when the customer writes; remove passwords, card numbers and e-mail addresses (recommended); see the remote screen; listen to the call; save notes after each session.

Security: The API key is stored encrypted with Windows' data protection: only your Windows account on this computer can use it.

The knowledge base

Under **Knowledge base** (Settings, when the AI is enabled), **Add files…** adds PDF, Word (.docx), text, Markdown, HTML and CSV files; **Add link** adds a web page. Documents are split into passages and searched **on your computer**, in any language; only the few passages that match a question are sent to the AI. Scanned PDFs (pictures of text) can't be read. Solved-session notes appear here too.

Using it in a session

- Click **AI Assistant** in the toolbar. The panel shows what the assistant uses and whether the remote computer allows it.
- When the customer writes (or finishes speaking), a suggestion appears automatically: advice for you, the source documents, and a suggested reply. You can also type a question and click **Ask**, or click **What should I do next?**
- **Ask by voice**: speak your question, then click **Send question**. While recording, your microphone is held back from the call, so the customer doesn't hear you.
- **Call transcript** lists what was said on the call (Customer / Supporter).

On-screen guides

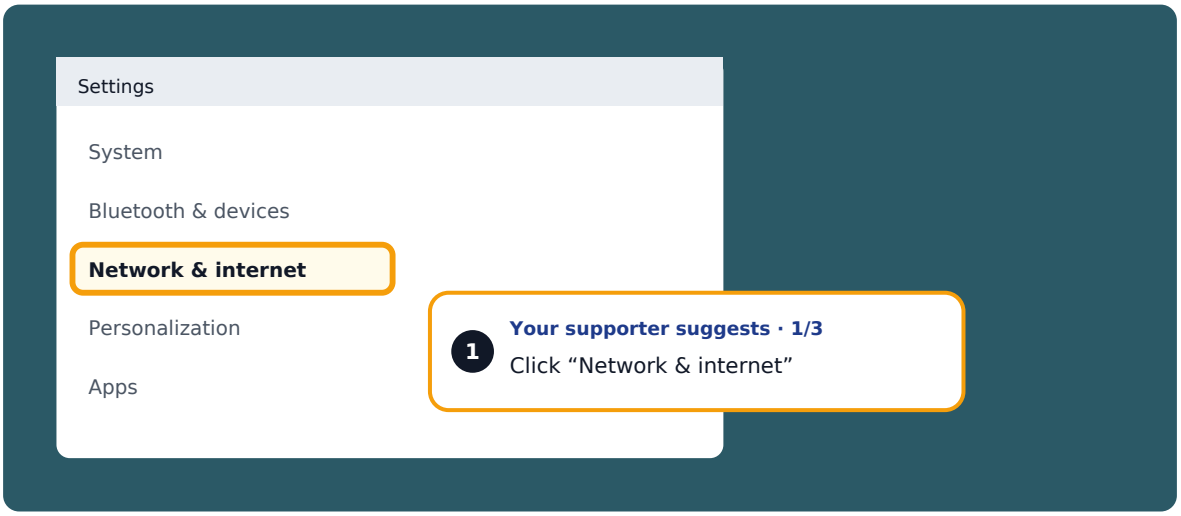


Figure 4 — An on-screen guide step: the place to click is framed in orange

1. When the assistant has seen the screen, its answer lists steps. Click **Guide me on screen**.
2. A bar shows **AI guide · step 1 of 3**, and the remote screen shows an orange frame and a bubble. Use **Next** and **Back**; **Check again** looks at the current screen and continues from there.
3. **Show to customer** shows the same frame and bubble on the customer's own screen.

Important: The AI finds the place by reading the picture. It's usually right but sometimes off, so check the frame before showing it to the customer. Steps without a frame aren't visible on the screen yet.

Learning from sessions

When a session ends, the assistant writes a short note (title, problem, solution, steps, without names or personal data) and saves it to the knowledge base as “Solved session · computer · time”. Next time a similar problem comes up, the assistant can use it. Sessions with too little information are skipped. Remove notes like any other document.

What the customer sees and controls

The remote computer must allow AI assistance; `LinkDeskHost.exe` allows it by default. The customer always sees an **AI assistant is active** card listing what is used and which AI company receives it, and can turn it off for the session (section 2). If they do, your panel shows “AI is off for this session” and nothing more is sent.

Security: Text from the chat and the call is filtered for passwords, card numbers and e-mail addresses before it is sent. Screen snapshots and call audio can't be filtered: switch those off in Settings if a customer's screen or voice must not leave your computer.

6. Security and privacy

- **End-to-end encryption:** the screen, keystrokes, files, clipboard, chat and voice are encrypted between the two programs. The LinkDesk server only passes on data it cannot read.
- **The code or password is never sent:** it is used to create the encryption key on both sides. A wrong code simply means the connection can't be decrypted.
- **Brute-force protection:** five wrong codes create a new code; five wrong passwords block password logins for five minutes.
- **Always visible:** while the screen is shared, LinkDesk Host shows a red bar, changes its window title and lists everyone connected.
- **You stay in charge:** the person at the remote computer can disconnect anyone at any time.
- **Logs:** the log files never contain chat text or clipboard content.
- **Two-factor authentication:** password logins can also require a code from an authenticator app (section 2).

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- **Recording and drawing are always visible** to the person at the remote computer; recordings are stored only on the supporter's computer.
- **AI assistant (optional):** runs with the supporter's own AI account, only with the customer's computer allowing it, always visible to the customer, and can be turned off at any time (section 5).

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7. Troubleshooting

Problem	What to do
“That ID is offline or doesn't exist”	Check that `LinkDeskHost.exe` is running on the remote computer and shows **Online**, and that the ID is typed correctly.
“Access denied: wrong access code”	The code changes each time LinkDesk Host starts. Ask for the current code. After five wrong codes a new one is made.
“Access denied: wrong password”	Check the password. After five wrong passwords, password logins are blocked for five minutes; the one-time code still works.
The host shows Offline	Check the internet connection. A firewall or antivirus may be blocking LinkDesk; allow it. LinkDesk retries automatically.
The picture freezes and the mouse doesn't work	The remote screen may be locked, or (on a server) its Remote Desktop window minimized. Unlock it or keep the Remote Desktop window open.
Only one monitor is shown	Use **Monitor** in the toolbar (only when the remote computer has several). Only the person in control can switch.
Ctrl+Alt+Del is greyed out	The remote computer doesn't run the LinkDesk service. Install it there: LinkDesk Host › Settings › Install service.
The window says “connecting to the LinkDesk service…”	Restart the computer. If it stays, send service.log and host.log from C:\ProgramData\LinkDesk to support.
A notice about a “secure Windows screen”	An administrator prompt or the lock screen is showing on the remote computer. Someone there must answer it.
Can't type into an administrator program	Install the LinkDesk service (section 2), or run `LinkDeskHost.exe` as administrator (right-click → Run as administrator).
Mic or speaker buttons are greyed out	That computer has no microphone or speaker. Connect one and restart the program.
Antivirus blocks or deletes the program	Remote-access programs are sometimes flagged. Add an exception for LinkDesk in your antivirus.
Session ended after some minutes	Without a license, sessions are time-limited after the trial. Buy a license to remove the limit.
Mac: the supporter sees a black screen	Allow Screen Recording for LinkDesk Host (System Settings → Privacy & Security), then quit and reopen it.
Mac: clicks and typing do nothing	Allow Accessibility for LinkDesk Host (System Settings → Privacy & Security).
The two-factor code is refused	Make sure the phone's clock is set automatically, and use the newest code. A code can't be used twice.
Copied files don't paste	Only files (not folders) up to 500 MB, and only when you're in control. Wait for the notice that they're ready; for more, use Files.

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Problem	What to do
Privacy mode says it needs a newer Windows	The black screen needs Windows 10 version 2004 or newer on the remote computer. Blocking input still works.
Can't take control	If someone is in control, click **Request control** and wait: you get control when they allow it, give up control or leave.
AI: Test connection fails	“Refused the API key”: check the key (paste it with Ctrl+V). “Model or address not found”: check the model name and address. “No credit left (429)”: check your account with the AI company.
AI: no suggestions appear	Check that the panel doesn't say “AI is off for this session” (the customer turned it off or doesn't allow AI), and that the AI is enabled and complete in Settings.
AI: the orange frame is in the wrong place	Use a model that sees images well (e.g. gpt-4o, Gemini, Claude Sonnet) and click **Check again**. Always check the frame before showing it to the customer.
AI: no call transcript	Voice needs OpenAI, Azure OpenAI or Gemini (not Claude or Ollama), Listen to the call on in Settings, and microphone/speaker on in the session. Errors show as “Voice: …” in the AI panel.

Log files

Both programs keep a log of what they do, useful when contacting support. Open the folder with **Open log folder** (Settings), or type `%APPDATA%\LinkDesk` in the Windows Explorer address bar. The files are `host.log` and `viewer.log`. When reporting a problem, send both files and the approximate time it happened.

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8. Quick reference

Giving access (LinkDeskHost.exe)

1. Start `LinkDeskHost.exe` and wait for **Online**.
2. Tell the other person your **ID** and **one-time code**.
3. To end the session: **Stop sharing**, or **✖** on one person's card.

Connecting (LinkDeskViewer.exe)

1. Enter the remote **ID** and the **code** or **password**.
2. Click **Connect**.
3. Use **Files**, **Chat**, **Keys**, **Mic**, **Speaker** as needed; **Disconnect** when done.

Your own computers (unattended access)

1. On each computer: `LinkDeskHost.exe` → **Settings** → set a password, turn on **Start with Windows**.
2. In `LinkDeskViewer.exe`: connect once with the password and tick **Remember password for this computer**.
3. From then on: **Connect now** on the computer's card.

Drawing and recording

1. **Draw** → choose Pointer, Pen, Arrow or Rectangle and a color → draw on the remote screen → **Done**.
2. **Record** to start and stop; play recordings from **Recordings** in the sidebar.

Sign-in screen, lock screen, administrator prompts

1. On the remote computer: `LinkDeskHost.exe` → **Settings** → **Install service** → approve.
2. From the viewer: everything on the screen works, including **Keys** → **Ctrl+Alt+Del**.

AI assistant (optional)

1. `LinkDeskViewer.exe` → **Settings** → **AI Assistant**: tick **Enabled**, choose the service, paste the key, **Test connection**.
2. Add manuals under **Knowledge base**.
3. In a session: **AI Assistant** → suggestions, **Guide me on screen**, **Ask by voice**.

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Where files go

	Location
Files you receive (both programs)	`Downloads\LinkDesk Received`
Settings and logs	`%APPDATA%\LinkDesk`
AI settings and knowledge base	`%APPDATA%\LinkDesk\ai.json, knowledge.json`
With the LinkDesk service: program, settings, logs	`C:\Program Files\LinkDesk, C:\ProgramData\LinkDesk`
Session recordings (supporter's computer)	`Documents\LinkDesk Recordings`
Files copied with the clipboard	`Downloads\LinkDesk Received\Clipboard`

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